

PARENT LINK SERVICE CONTACT LINE



WHAT IS THE PARENT LINK SERVICE?

As a parent or carer of a child with special educational need or disability, it can be difficult to know who the best person is to get help and advice from.

A **Parent Link Officer** is a member of Birmingham Local Authority whose job it is to help parents to identify and make links with the right person, at the right time.

WHAT IS THE CONTACT LINE FOR?

The contact line is a central phone line that parents can call, ask questions, talk about things that are concerning them and then be given advice on what the best next steps could be.

NEXT STEPS COULD INCLUDE:



A follow up
phone call



Attendance at one of our **family forums** in your local area



A follow up **email**



A **home visit**



Some **written information**



Support at a face-to-face
meeting

PARENT LINK CONTACT TELEPHONE LINE:

0121 303 8461

Monday: 9.00am – 5.00pm

Tuesday: 9.00am – 5.00pm

Wednesday: 9.00am – 4.00pm

Thursday: 9.00am – 5.00pm

Friday: 9.00am – 5.00pm

OTHER WAYS TO CONTACT US:

Email: ParentLinkService@birmingham.gov.uk